



20 years

Living the principles



“

I LOVE the investigative job. My priority is and always has been to make sure the individuals are OK. This job gives me the opportunity to have a role in ensuring that is the case on a daily basis. I'm also looking out for our employees.... I just want to learn the truth of the situation. Was there something intentional or was it an innocent mistake? Was it a lack of training? What can we learn from the situation, and how can we improve?

”

DIANE ROBISON

DIANE ROBISON

in her own words

“

One quality I've been told I bring to the job that makes me good at it is the fact that I can see things from both sides. I'm on the other side of the fence too. I have an adult child with a disability. I've been a direct care worker. **I GET IT!** When I'm out in the field investigating a situation and I'm having a conversation with a parent about what happened, the whole tone of the conversation changes when they realize I've been there, done that. They begin to realize 'hey, maybe she does understand.'

”

words of wisdom:

*“You need to be in it for the right reasons. Not for a paycheck, not for a job. **You need to be doing it because you love the individuals and you want to make a difference in their lives.**”*



about Diane...

“I greatly appreciate Diane's ability to be very honest and transparent. Although her role is just to find the facts regarding what might have happened on a given date and time, Diane takes the time to educate everyone on a person's inherent value and worth, always communicating with dignity, respect and passion. I admire her tireless dedication to the participants, staff and families here at UCP; she has a genuine concern for all she comes in contact with. She is always willing and able to assist in any service area, especially if it is to support participants in achieving a dream or goal they wish to pursue. I am honored to be Diane's direct supervisor and UCP is fortunate to be celebrating her 20 year anniversary. Here's to at least another 20 years in advancing the mission of UCP!”

*~ Bridget Pugh
Senior Director of Operations*